

External - Job Order Detail
STATE OF MONTANA IS AN EQUAL OPPORTUNITY EMPLOYER

Department: DEPARTMENT OF LABOR & INDUSTRY

Division: Business Standards

Bureau: Health Care Licensing

Date Posted: 02/14/2008

Job Category: Business and Financial Operations

**Position
Number:** 66205021

Position Title: Program Specialist

Location: HELENA

Job Status: Full Time Permanent

Salary: \$30,156.00 to \$37,695.00

Salary Unit: Year

Additional Salary Info: Applicants' qualifications will be assessed based on minimum qualifications and in accordance with Pay Plan Rules. Successful applicant's pay will be set using the above salary range based on qualifications.

Shift: Daytime

Band: 05

Closing Date: 02/29/2008

**Supplement
Required:** Yes

Applications must be received by 5:00pm on the closing date.

Apply to your Local Montana Job Service Center

- OR -

State Agency:

DEPARTMENT OF LABOR & INDUSTRY

P.O. Box 1728

HELENA, MT 59624

Phone: (406) 444-3710

Fax: 444-3685

TTY: 444-0532

E-mail: dliapps@mt.gov

Special Information:

For further information about DLI agency and job application materials see:
<http://dli.mt.gov/jobopenings/>.

Limited travel may be required.

Upon date of hire, eligible for 100% state paid premiums for employee "core" medical, dental, and basic life insurance coverage (dependent coverage and supplemental options available at an additional cost). Earn 15 working days of vacation, 12 sick leave, and 10 paid holidays per year. Membership in a Retirement System with the state matching begins upon the first day of employment (vesting criteria applies).

The successful applicant must receive positive job references. Pay for employees new to the Department will be set at one step below the salary of employees with similar qualifications and shall have pay adjusted to the appropriate salary following successful completion of the trial period.

Duties:

This position provides administrative and technical support for the Board of Nursing in preparation and participation in board and committee meetings, administrative rules, and policies and procedures. Plans, schedules, and publicly posts and attends meetings for the Board and committee. Records minutes during meetings, transcribes and assures their adoption, and posts them to the web sites in a timely manner.

Reviews laws and rules for concurrence with board processes. Works as a team player with the Board, Department staff, and legal counsel to prepare draft correspondence, agendas and notices, provides assistance in scheduling meetings and hearings for the board as needed. Reviews and implements new laws, rules, policies and procedures as they occur. Makes suggestions to laws and rules that may need to change. Prepares legislative testimony and assists with legislation. Provides responses to questions and professional regulatory concerns for professional associations, state agencies and national organizations. Represents the Board at state, national, and other meetings.

Competencies:

Requires knowledge and skills in computer software programs such as databases, spreadsheets, word processing, adobe and creating html documents; and office practices, customer service, written and verbal communication, and records management. Must have the ability to learn new tasks within a reasonable length of time, such as medical terminology, legal processes, drafting meeting minutes, and understanding rules and regulations regarding regulatory processes.

Must have competencies in the following areas.

Relationship management to develop rapport with others and recognize their concerns and feelings; and build and maintain long-term associations based on trust.

Customer focus that demonstrates a high level of service delivery by doing what is necessary to ensure that customer requirements are met; deal with service failures and prioritize customer requirements in a timely manner; and actively listen and probe to fully understand problems and underlying issues.

Team work to share due credit with co-workers; display enthusiasm and promote friendly group working environment; work closely with other departments as necessary; support group decisions and solicit opinions from co-workers; and display team spirit.

Flexibility to remain open-minded and change opinions based on new pertinent information; perform a wide variety of tasks; change focus quickly to adjust to multiple demands, priorities, ambiguity, and rapidly accepts change; manage transitions effectively from task-to-task; and adapt to varying customer needs.

Policies, process, and procedures to act in accordance with established guidelines; follow standard procedures in crises; communicate and enforce organizational policies and procedures; and recognize and constructively conform to unwritten rules and practices.

Have Commitment and Loyalty that supports the goals and objectives for the Division, Bureau and Department.

Quality work performance to maintain high standards despite pressing deadlines; do work right the first time; test new methods thoroughly; and reinforce excellence as a fundamental priority.

Decision making and problem solving skills to take action in solving problems while exhibiting judgment and realistic understanding of issues; use reason even when dealing with emotional topics; and review facts and weigh options.

Communication that clearly presents information through the spoken or written word; and talk with customers and listen well.

The Department of Labor and Industry strives to provide an effective customer focused work environment. Our goal is to provide excellent service to all our customers. The core values of this Department are customer focus, individual responsibility, individual growth, ethics in the workplace, and continuous improvement. These values represent the Department's expectations of staff and the ideal employee is one who embraces these values.

Education/Experience:

Requires a combination of education and/or experience equivalent to five years. Qualifying education may include a Bachelor degree in Business, Accounting, health care or other related field. Qualifying experience includes progressively responsible office experience that includes customer service, following policies and procedures, relationship and time management, and skills in computer software use. Experience that includes knowledge of medical terminology is desirable.

The successful applicant(s) with college credits or college degree(s) shown on the application may be required to provide a copy of their college transcripts or diploma upon interview or prior to hire for pay setting purposes.

Application materials required initially for this position include the following:

Signed and completed State of Montana Employment Application (PD-25, Rev. 5/2003 or later). Portions of the application may be photocopied if legible (see application page 1 for instructions).

If Supplement Required, complete application supplement identified with your name and the position number (see attached Supplement Questions if provided).

Applications materials required are:

1. Signed and completed State of Montana Employment Applications (PD 25).
2. Applicants **claiming the Veterans' or Persons with Disability Employment Preferences** (PD-25A) must provide verification of eligibility with the application materials.
3. Completed Application Supplement.
4. The successful applicant(s) with college credits or college degree(s) shown on the application may be required to provide a copy of their college transcripts or diploma upon interview or prior to hire for pay setting purposes.

*Application materials can be obtained from any Job Service office or downloaded

from <http://mt.gov> or <http://dli.mt.gov> . Applications must be received by 5:00 p.m. on closing date. APPLICATIONS WILL BE REJECTED FOR LATE, INCOMPLETE OR UNSIGNED APPLICATION MATERIALS. TYPED SIGNATURES WILL BE CONSIDERED.

Supplemental Questions:

The information you provide on this application supplement will be used by the selection panel in combination with your education and experience to determine which applicants will be selected for an interview. Your responses will be viewed apart from your state application and other application material, therefore, IT IS IMPORTANT TO PROVIDE SPECIFIC INFORMATION REGARDING NAMES OF EMPLOYERS, DATES, JOB TITLES, ETC. In order to receive full credit, you must express yourself fully and completely. Do not expect the selection panel to make assumptions based upon your application, resume, or other materials when rating your application supplement.

Please put your name and the position and position number you are applying for at the top of each page.

1. Describe your knowledge, skills and abilities that will help you manage a program.